

20 Barochan Road Care Home Service

Johnstone

Type of inspection:
Unannounced

Completed on:
4 December 2025

Service provided by:
Renfrewshire Council

Service provider number:
SP2003003388

Service no:
CS2003001265

About the service

20 Barochan Road is a residential children's house owned and managed by Renfrewshire Council. The house provides care for up to six young people each with an individual ensuite bedroom. The house is a purpose-built property, designed in partnership with young people and is located on the outskirts of Johnstone. There is a spacious family style lounge with a dining area and access to a well-designed kitchen. It has a large garden and grounds, with local amenities in close proximity.

About the inspection

This was an unannounced inspection which took place on 25 November between the hours of 11.15am & 7pm & 26 November from 9am & 5.45pm, 2025. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- Spoke with four young people using the service and one parent.
- Spoke with seven members of staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with two professionals and received further feedback from 10 visiting professionals.

Key messages

- Strong partnership working supported reduced risk for young people and enabled improved outcomes.
- Young people experienced nurturing and compassionate care and support.
- High staff ratios enabled consistent individual time with young people.
- Family relationships and friendships were supported.
- The quality of the living environment, including the food, was impressive.
- Most young people were engaged in a form of education suited to their needs.
- Young people were encouraged to participate in work experience, hobbies and sporting interests.
- Personal planning had improved.
- The range of quality assurance reporting supported effective governance and oversight of young people's care and support.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support children and young people's rights and wellbeing?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support children and young people's rights and wellbeing?

5 – Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children and young people, therefore we evaluated this key question as very good.

The safety of young people was proactively supported and managed through nurturing relationships and authoritative partnership working, where all involved were highly responsive to indicators of concern. The impact of this practice led to a significant reduction in risk for some young people. Comments from partners identified the staff team, as being instrumental to this change.

Young people told us that they felt well cared for by staff who conveyed compassion and warmth in their relationships with young people. Young people told us that they always had someone they could speak with, if they needed support. Respectful practice ensured the involvement of young people in decisions affecting them, and at times, independent advocacy also enabled young people to put their views forward.

There was a relaxed atmosphere in the house. Each young person being supported in ways suited to their needs and wishes. We spoke with members of staff, who were very knowledgeable about the needs of young people. We were confident that individual time spent with young people, made possible by high staff ratios and on going assessment of young people's needs and wishes, meant that young people's care was central to every day practices.

Where young people had personal relationships and friendships, these were supported, including friends and partners regularly visiting the house and at times staying for dinner. Family connections likewise were nurtured, where possible, with family visits and routine contact.

The house was maintained to a high standard and the culture of involvement of young people had led to improvements to aspects of internal and external spaces. A more usable outdoor area, created by young people, encouraged new ideas for its use and new furnishings and equipment in the games room, enhanced young people's experiences. There was a relaxed atmosphere at meal times and food was prepared with care and attention, to both the preferences of young people and also the nutritional benefits of very good home cooked foods. The efforts to encourage a positive dining experience was impressive.

Daily routines for some young people were consistent and beneficial. Young people attending college demonstrated resilience and a willingness to succeed and other young people were exploring work opportunities. For those who struggled to maintain school attendance, staff and partners worked hard and were quick to explore alternative supports for young people's education. Through regular discussions with young people, there was a keen focus on helping them to identify the priorities for their future.

A positive sense of wellbeing was encouraged through young people's ties to the community and through specialist health services. A few young people participated in active sports while others took driving lessons. Where it was considered helpful to young people, therapeutic support was secured to enable young people to identify issues which impacted their lives. Key to this was the development of coping strategies to manage their emotions.

An improved approach to personal planning meant that young people benefited from clear outcomes, intended to improve their lives. Personal planning documents and risk assessments, provided important information to support staff practice and to help young people to achieve their goals.

Leadership was a strength and leaders were clear about their roles and responsibilities to safeguard young people and monitor the quality of their experiences. Staff overall were feeling supported by managers, who were visible and accessible. Comprehensive monthly monitoring reports provided detailed records relating to both strengths and areas that were highlighted for improvement. This supported the continued improvement, evidenced at this inspection.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 17 March 2025, the provider must make proper provision for the health, welfare and safety of young people.

The provider must at a minimum:

- a. Ensure that an incident recording and reporting system is in place, which helps to accurately identify patterns, to support risk management.
- b. Ensure that where there is increased risk to young people, multi-agency review of progress is strengthened.
- c. Ensure that individualised 'missing' protocols are consistently applied to promote young people's safety.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support based on relevant evidence, guidance and best practice'. (HSCS, 4.11)

This requirement was made on 3 March 2025.

Action taken on previous requirement

We were assured of good progress with respect to an incident recording and reporting system. We advised where we believed this could be further developed.

There was clear evidence of a strengthened approach to multi agency review, where risk to young people was increased.

We found clear and consistent application of individual protocols when young people presented as 'missing'.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support children's wellbeing, learning and development, the provider should ensure that care plans are informative and accurate.

This should include, but is not limited to, ensuring that the information is consistent, and goals are SMART.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support is consistent and stable because people work together well' (HSCS 3.19).

This area for improvement was made on 3 March 2025.

Action taken since then

We sampled evidence of care plans for young people. These contained SMART outcomes and were informative and accurately reflected young people's needs and wishes.

This area for improvement was met.

Previous area for improvement 2

To support the health, welfare and safety of young people, the provider should ensure internal quality assurance processes, including regular audits, are being formally undertaken by management. This includes external management having effective governance and oversight of the service in all areas of care and support for young people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS, 4.19)

This area for improvement was made on 3 March 2025.

Action taken since then

There was clear and consistent evidence of a range of quality assurance records. Managers at all levels undertook regular auditing and external managers had effective oversight of all aspects of the service.

This area for improvement was met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good

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